

Serial No. 09/537,506
Docket No. 10655.9400

Amendments to the Claims

1-46. (Cancelled)

47. (Currently Amended) A method, implemented on a computer network, for facilitating the ~~manual~~ input of information into a plurality of electronic documents selected from a discrete set of electronic templates, for the purpose of streamlining the resolution of a financial dispute relating to a transaction card transaction, the method comprising the steps of:

performing a purchase transaction between a cardmember and a merchant using a transaction card issued to said cardmember by an Issuer;

thereafter providing notice by said cardmember to said Issuer that said cardmember disputes said purchase transaction;

said Issuer initiating, in response to said notice from said cardmember, a predetermined resolution protocol, wherein the purpose of said protocol is to resolve an ensuing dispute between said Issuer and an Acquirer with respect to a backend processing transaction associated with said purchase transaction, and further wherein said backend transaction involves said Acquirer collecting money from said cardmember and coordinating payment to said merchant for said purchase transaction in accordance with a preexisting backend processing agreement between said Issuer and said Acquirer; wherein

said resolution protocol comprises the steps of:

selecting, by said Issuer, from a discrete, predetermined set of electronic dispute resolution templates, a first template, wherein said predetermined set of electronic dispute resolution templates is independent of a type of said financial dispute, and said predetermined set of dispute resolution templates are available only to Issuers;

manually inputting into said first template, by said Issuer, information relating to said disputed purchase transaction to thereby generate from said first template a first ~~issuer~~ Issuer form;

electronically transmitting said first ~~issuer~~ Issuer form from said Issuer to said Acquirer;

successively selecting additional ones of said templates, by said Issuer and said Acquirer, respectively, to thereby generate additional Issuer forms and Acquirer forms; and

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electronically exchanging said additional ~~issuer~~ Issuer forms and acquirer Acquirer forms in accordance with said resolution protocol; and resolving said backend transaction dispute between said Issuer and said Acquirer using said additional Issuer forms and said Acquirer ~~form~~; and forms, in accordance with said resolution protocol.

48. (Currently Amended) The method of claim 47, further comprising the steps of: retrieving ~~a at least one~~ stored file; and attaching said stored file to said ~~one of at least one of~~ said additional Issuer forms and Acquirer forms.

49. (Currently Amended) The method of claim 47, wherein said Issuer forms ~~comprises~~ comprise at least one of a Retrieval Request, a First Chargeback and a Final Chargeback; and said Acquirer forms ~~comprises~~ comprise at least one of a Fulfillment and a Second Presentment.

50. (Currently Amended) The method of claim 47 further comprising: selecting, by said Acquirer, a second template from said predetermined set, and ~~manually~~ inputting into said second template information responsive to said first issuer Issuer form to thereby generate a first acquirer Acquirer form; and, electronically transmitting said first ~~acquirer~~ Acquirer form from said Acquirer to said Issuer.

51. (Currently Amended) A method executed in a network computer system for facilitating communication between an Issuer and an Acquirer in the context of resolving a post-transactional dispute, wherein the dispute is between the Issuer and the Acquirer and the dispute is related to an executed credit transaction between a cardmember and a merchant, the executed credit transaction involving a ~~cardmember's~~ transaction card associated with a cardmember, the network computer system having a server and at least one access terminal, the method comprising the steps of:

accepting at said server a User ID and password from said Issuer at a first access terminal;

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retrieving from said server a pre-defined set of Issuer dispute handling forms having pre-defined content which coincide with said User ID;

displaying said pre-defined set of Issuer forms at said first access terminal;

selecting, by said Issuer, one of said pre-defined set of Issuer forms at said first access terminal, wherein said pre-defined set of Issuer forms is independent of a type of said post-transactional dispute, and said pre-defined set of Issuer forms are available only to Issuers;

receiving input entered on said selected one of said Issuer forms at said first access terminal;

transmitting within said network said one of said Issuer forms to said Acquirer in dispute with said Issuer;

notifying said Acquirer at a second access terminal of said one of said Issuer forms;

accepting at said server a User ID and password from said Acquirer at said second access terminal;

retrieving from said server a set of Acquirer dispute handling forms having pre-defined content which coincide with said Acquirer User ID;

displaying said set of Acquirer forms at said second access terminal;

selecting, by said Acquirer, one of said Acquirer forms at said second access terminal;

receiving input entered on said selected one of said Acquirer forms at said second access terminal;

transmitting within said network said one of said Acquirer forms to said Issuer; and,

notifying said Issuer at said first access terminal of said one of said Acquirer forms.

52. (Currently Amended) The method of claim 51, further comprising the steps of:
retrieving ~~a at least one~~ stored file from said server; and
attaching said stored file to said one of ~~at least~~ said Issuer forms and Acquirer forms.

53. (Currently Amended) The method of claim 51, further comprising the steps of:
receiving at said second access terminal ~~a at least one~~ scanned document in computer readable format;

storing said scanned document on said server; and

attaching said scanned document to one of said forms.

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54. (Previously Presented) The method of claim 51, further comprising the steps of:
accepting at said server a User ID and password from a third-party user at a third access terminal;

retrieving from said server a set of reports which coincide with said third-party User ID;

displaying said set of reports at said third access terminal; and

receiving instructions from said third party user to transfer monetary liability to at least one of said Issuer from said Acquirer and said Acquirer from said Issuer.

55.(Previously Presented) The method of claim 51 wherein said accepting at said server steps comprise matching said User ID and password with information stored in a database accessible to said server.